

FIG.1

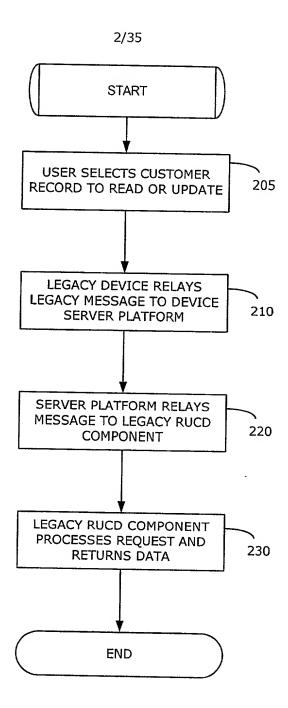
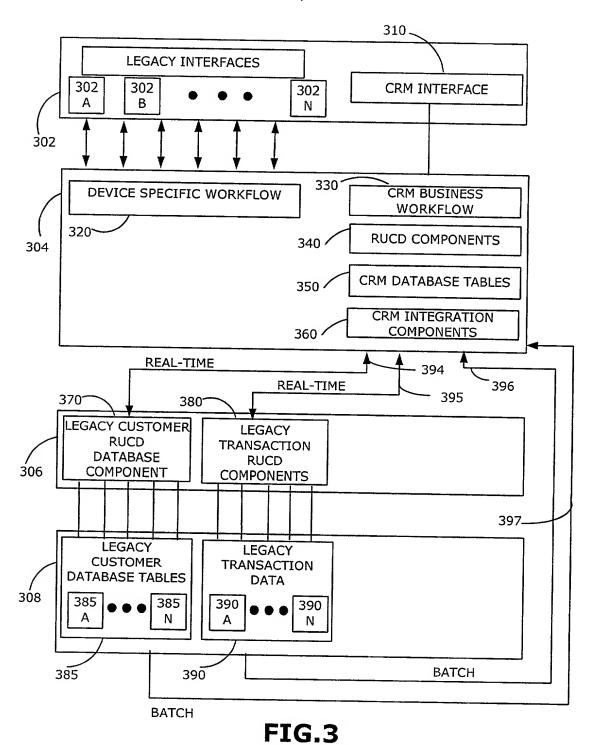
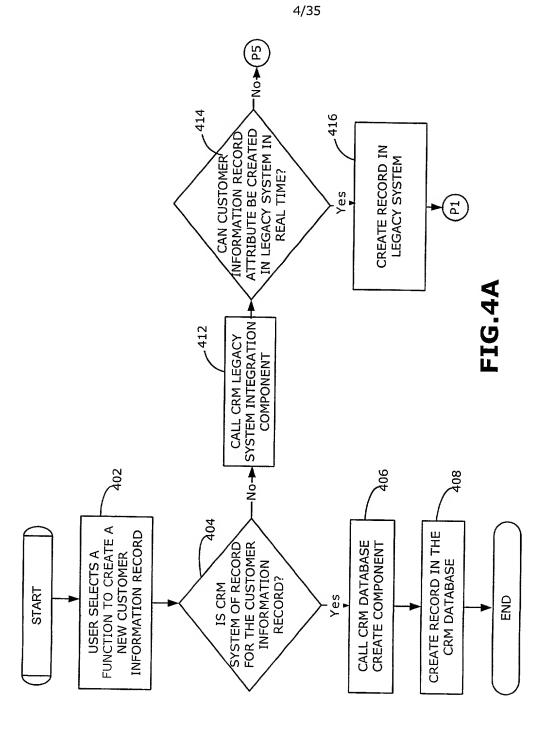
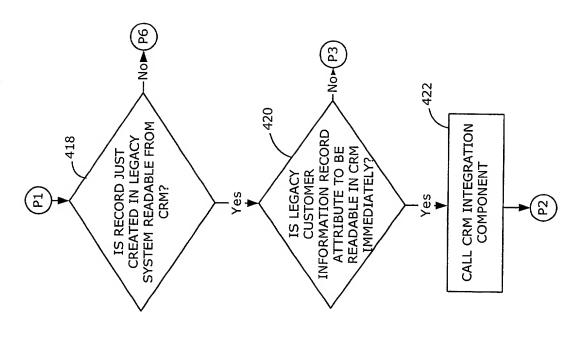


FIG.2





Attorney Docket No. 016762.00501-US02



:IG.4B

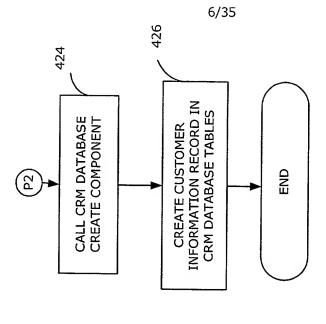


FIG.4(

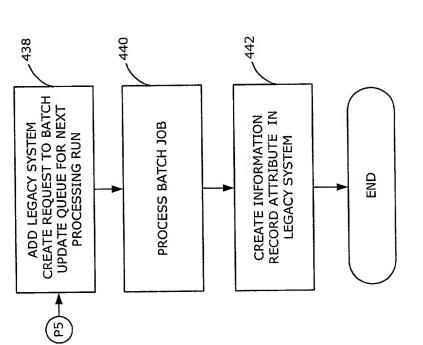


FIG.4D

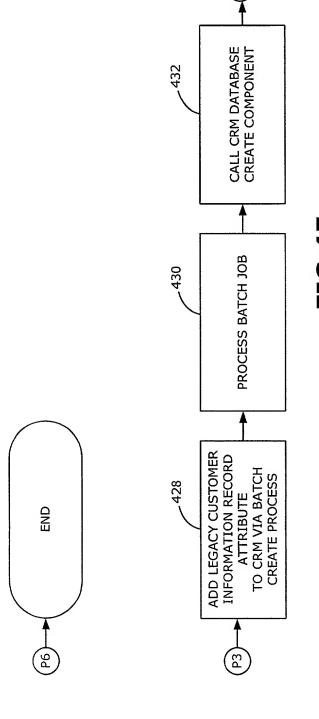


FIG.4E

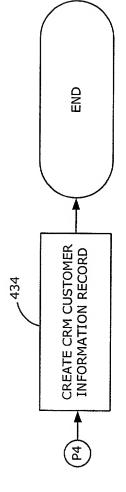


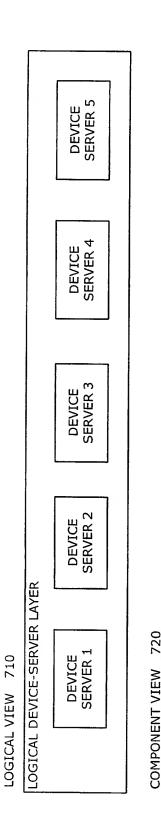
FIG.5

INTERNAL CLIENT-BROWSER SERVICES HTML, JAVA OPERATING SYSTEM AND EMAIL 613 APPLICATION SYSTEM PLATFORMS 612 LOGICAL DEVICE LAYER - EXTERNAL CLIENT-BROWSER HTTP GENERIC INTERFACES COMPONENT VIEW 610 611

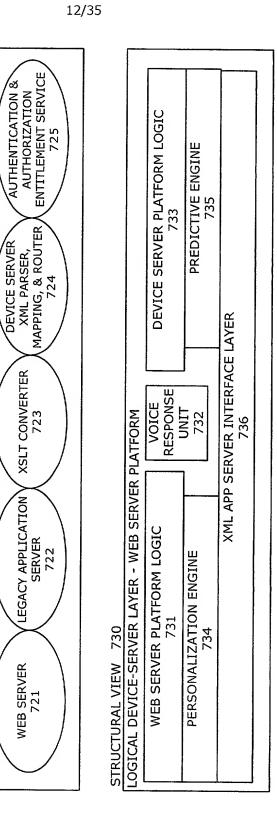
11/35

WIRE-LESS DEVICE 628 COMMERCIAL HTML 631 LOB PLAT-FORMS 627 BROWSER CALL CENTER DESKTOP 625 TELE PHONE 624 630 CLIENT MGR 623 CONSUMER HTML STRUCTURAL VIEW 620 LOGICAL DEVICE LAYER TELLER 622 ATM 621

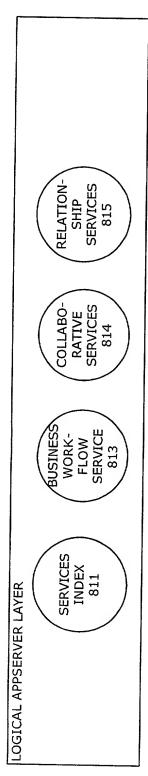
FIG.6



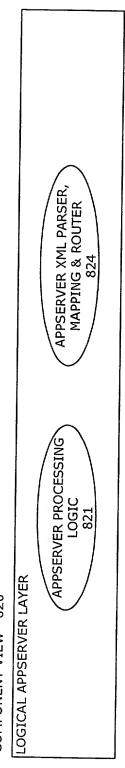
LOGICAL DEVICE-SERVER LAYER - SMP SERVER PLATFORM



LOGICAL VIEW 810



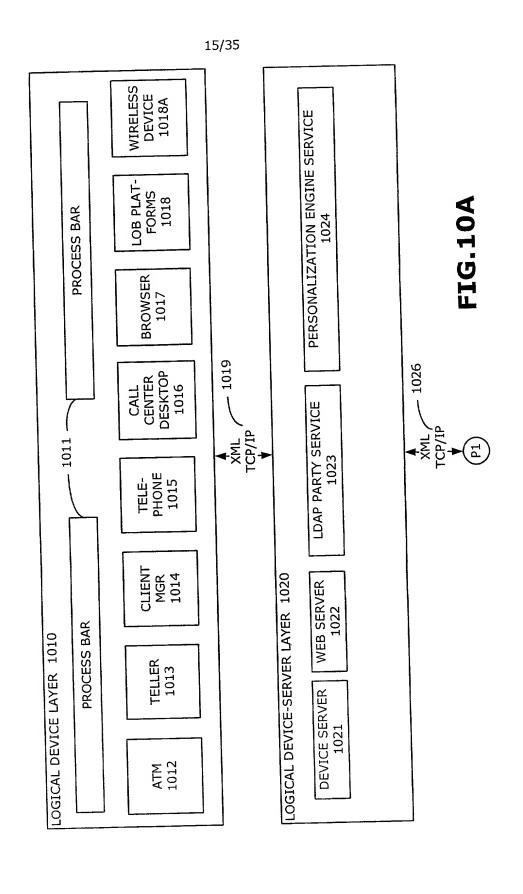
COMPONENT VIEW 820



STRUCTURAL VIEW 830

	SYSTEMS MANAGEMENT SERVICE 834
	INTERACTION MONITOR SERVICE 833
	WORKFLOW ENGINE SERVICE 832
OGICAL APPSERVER LAYER	LEGACY SERVICES INDEX 831
507	

FIG.9



Attorney Docket No. 016762.00501-US02

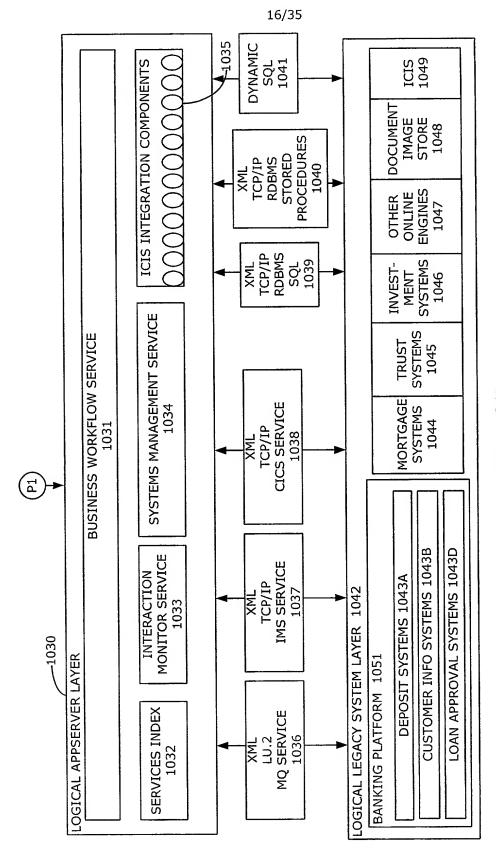


FIG. 10B

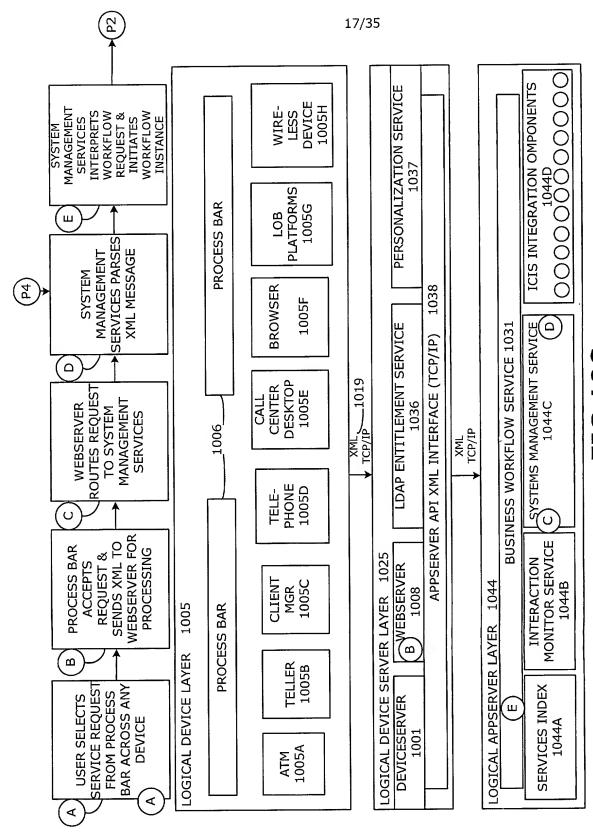


FIG.10C

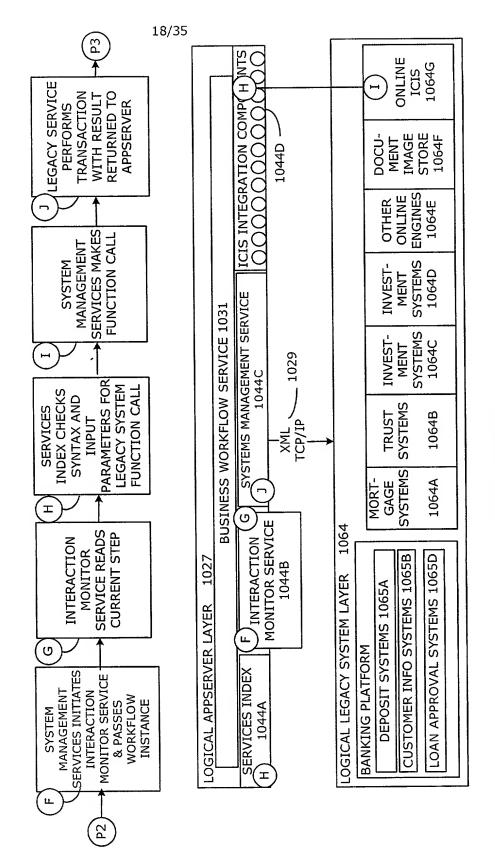
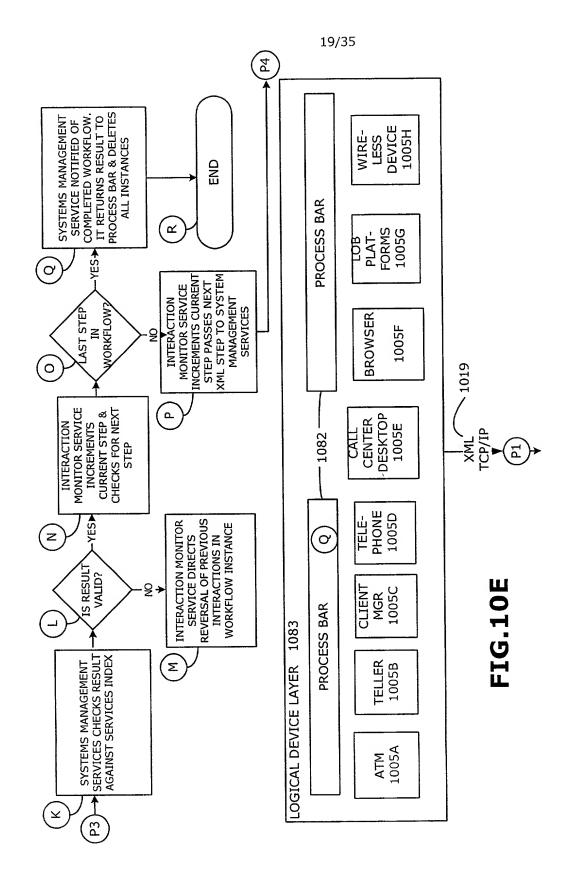


FIG.10D



Attorney Docket No. 016762.00501-US02

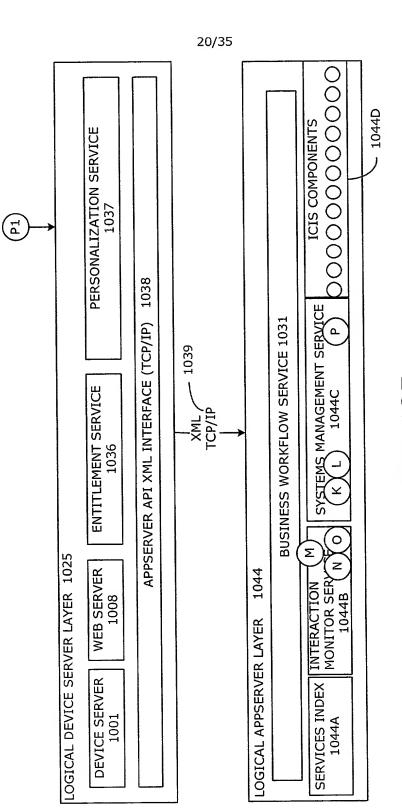
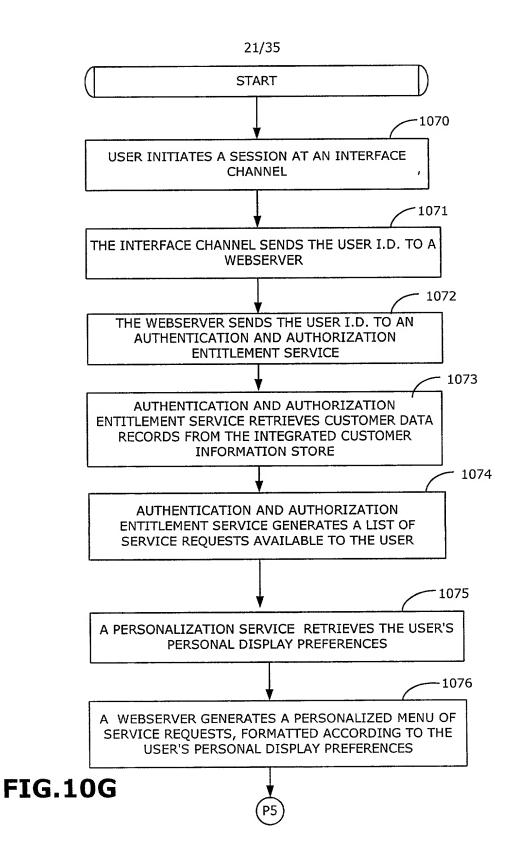
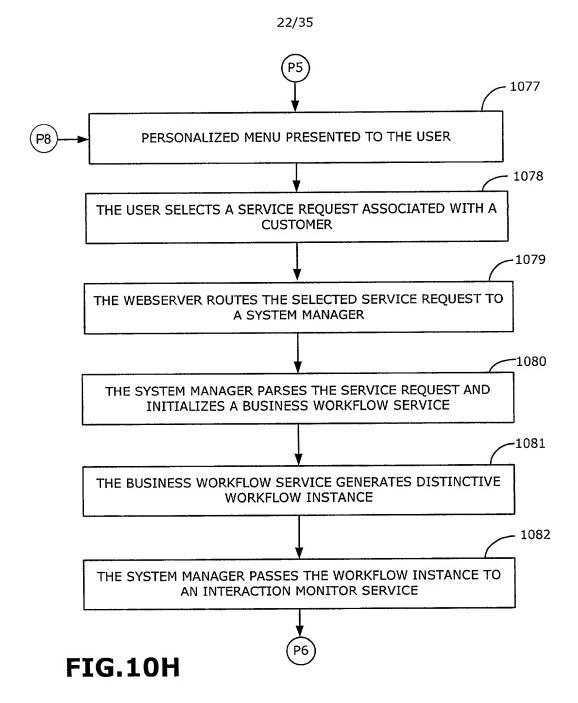
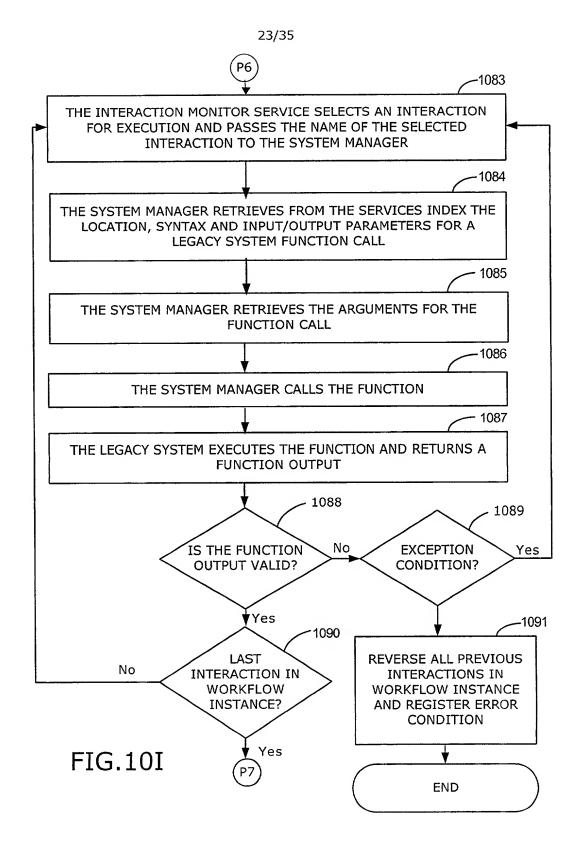


FIG. 10F







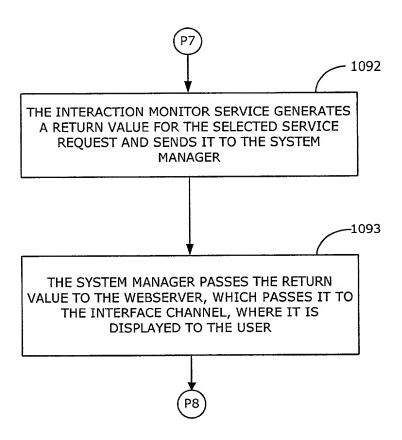
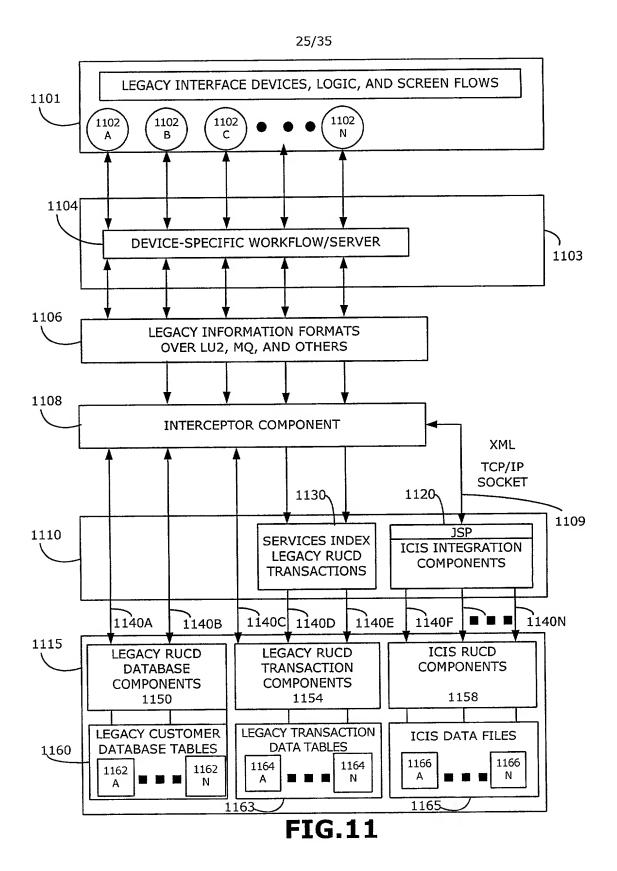
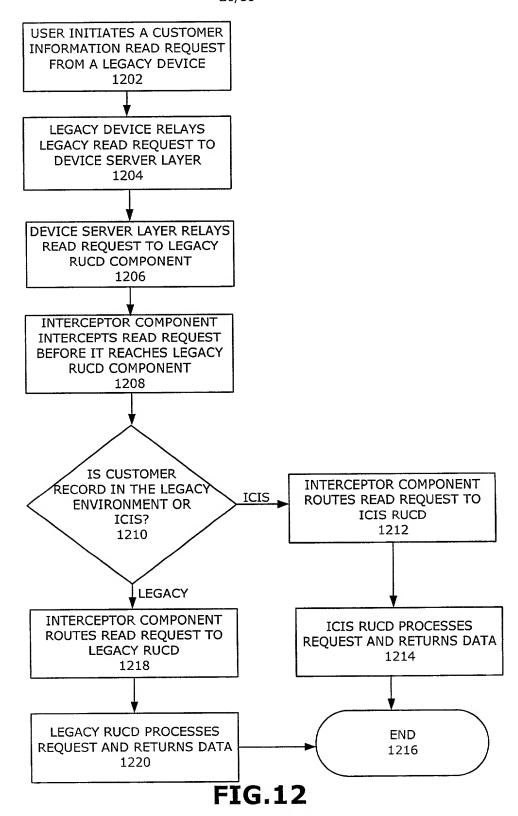
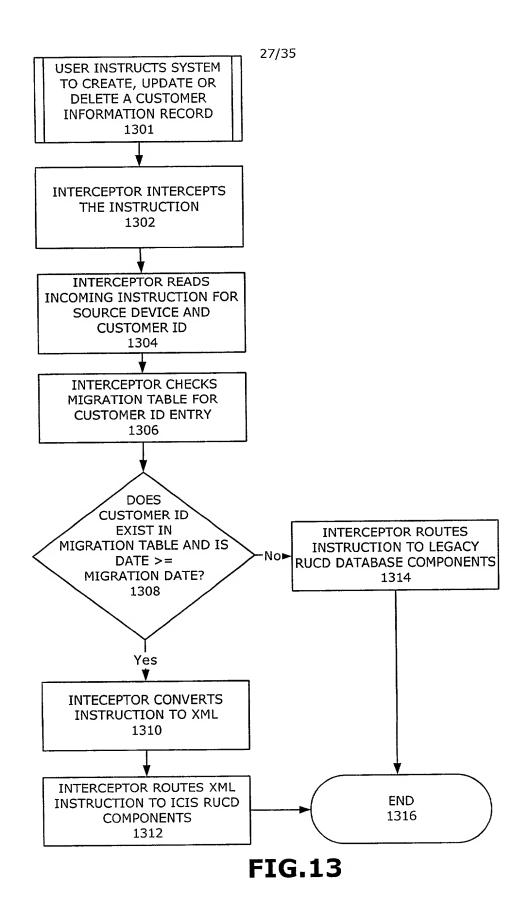
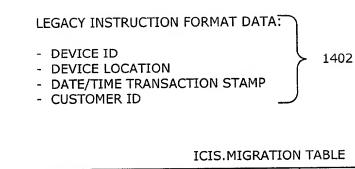


FIG.10J









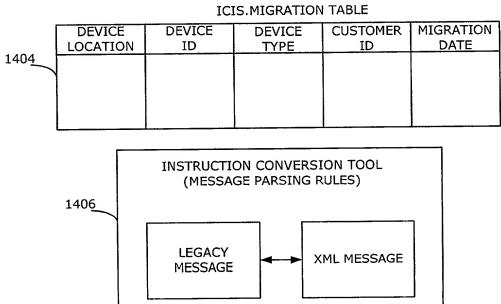


FIG.14

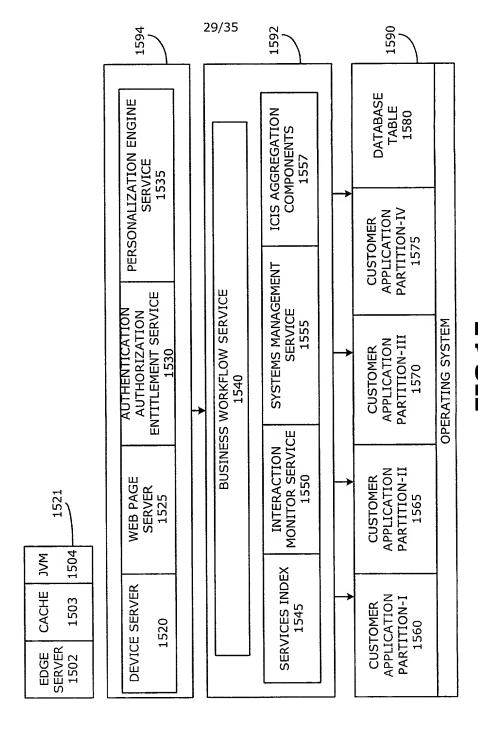
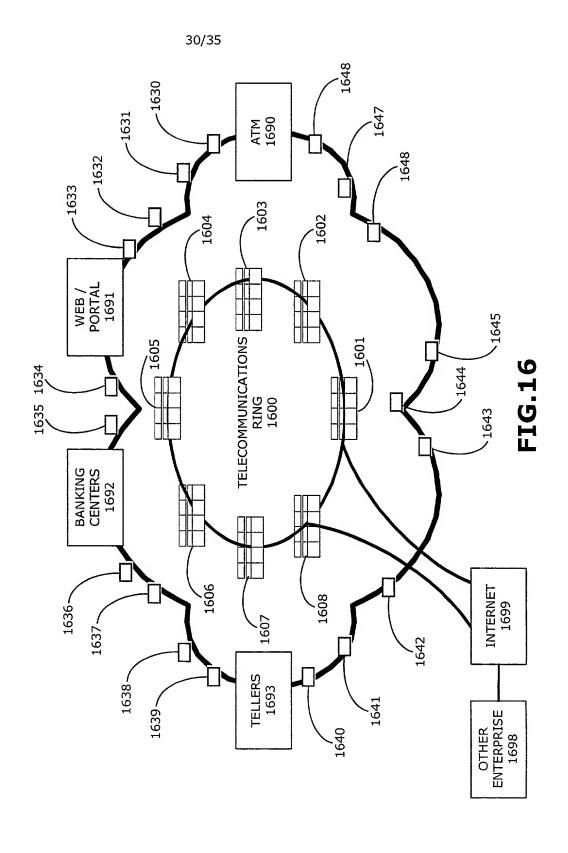


FIG.15



Attorney Docket No. 016762.00501-US02

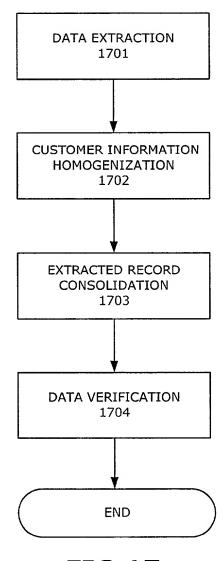
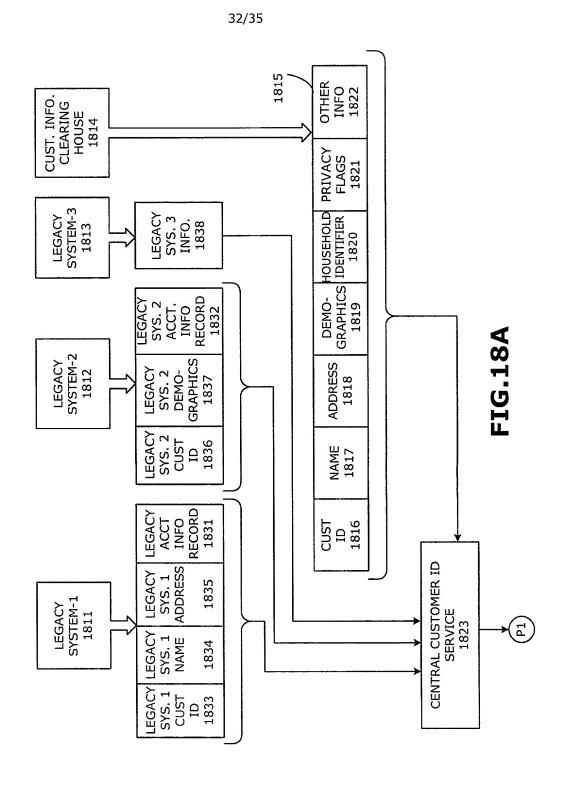


FIG.17



Attorney Docket No. 016762.00501-US02

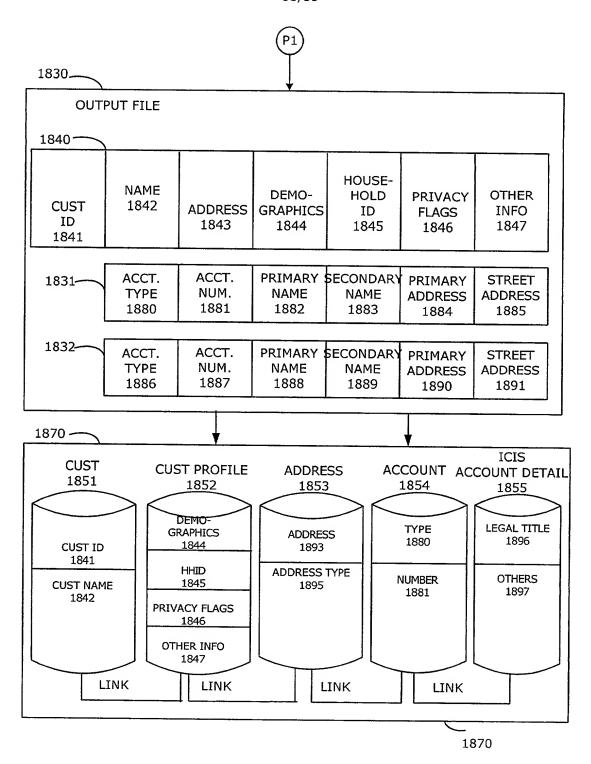
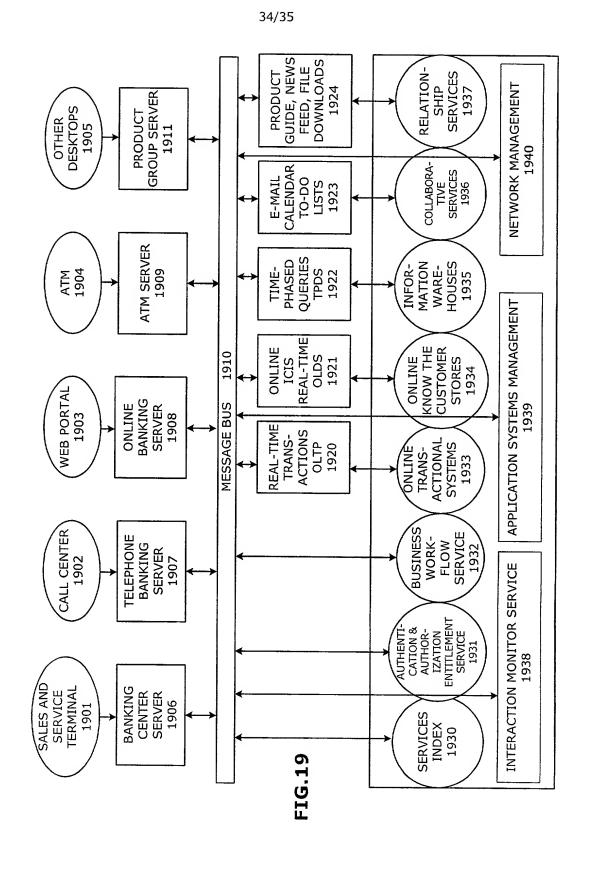


FIG.18B



Attorney Docket No. 016762.00501-US02



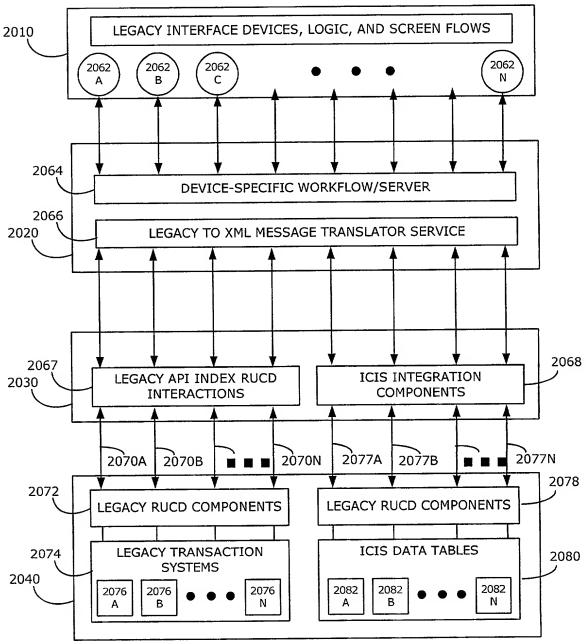


FIG.20